



Community Support Workers (CSW)

Community Support Workers are based in GP surgeries across Sheffield. We work across health and social care, offering help to Sheffield residents, their carers and families. Your local CSW is **Amy May** who can be contacted on **07825 377 230**

What support can the CSWs offer?

CSWs visit people in their own homes. This is a short term support service (usually up to 3 weeks) covering many things, including:

- help and information on housing, health and social care issues (i.e. aids and adaptations)
- information about community activities and social groups (i.e. lunch clubs)
- signposting to local voluntary sector organisations and their services (i.e. health trainers, advocacy workers)
- finding support for carers
- accessing transport options
- signposting to benefit advice and debt support services

What information do you need when making a referral?

- Person's contact details: Name, D.O.B., address, telephone number, GP surgery registered at, NHS number (if known)
- Referrer's name and contact details (we'll feed back to you with the outcome)
- Brief details for reason of referral and any concerns/ issues the CSW should be aware of
- Consent from patient for a CSW to visit.
- Confirmation that the person doesn't have a care package

How do I access the service?

Health and social care professionals can make referrals directly using the methods below. Individuals can also self-refer in to the service.

Email: CSWReferrals@sheffield.gcsx.gov.uk

Duty telephone: 0114 205 7120 (8:45am -5:15pm Monday to Friday)

Website: www.sheffield.gov.uk/csw

If in doubt please make a referral and we will see what we can do. If we can't help, we will make sure that we find the person who can.